

ABSTRACT

Inpatient ward department at Reksa Waluya Hospital (RWH) is one of service unit, which is expectation to be a business unit and to be the unit which can support the non business units. That is still deficit, also it can support the enhancement of hospital financial performance. The admission of this unit is still non optimal, for this reason it needs improvement, so that the utility will be optimal.

The objective of the research is to analyze the grade of contract patient and non contract patient of Reksa Waluya Hospital satisfaction toward inpatient ward servicien order to increase the admission. Respondents were reviewed their characteristics, references, their experiences to be hospitalized and persepction to Reksa Waluya Hospital.

The research was done observationally with cross sectional study. The sampling of this research were patient that had already admitted than 2 (two) days. The measurement of the patient satisfaction were done by interviewing with quctioner. The importance and the experience was analyze by using Modification Importance and Performance Matrix.

The research result showed that there not different between contract and non contract consumer about importance and satisfaction to RWH inpatient service. The variable that priority problem is the problem by order were the doctor service,. The nurses who not response to their problem, not attention and control. The supporting medical staff service was still slow and not ready when needed. Administration staff was not ready when needed, the procedure were still embarrassing, information was not clear and administration service was not quick. The service of house keeping was still disobeyed. Tariff was still under their expectation, special room for doctor consulting and communication forum were not really.

The resulted recommendation: doctor, nurses, the supporting medical staff, administration, the house keeping are increase attention and responsibility, serving the appointed time in accordance with the prevailing standard. Room facility compared with princely tariff, to prepare special room and to create communication forum between consumer and RWH doctor.

Keywords : Satisfaction – Importance – Inpatient ward management – Service quality

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